

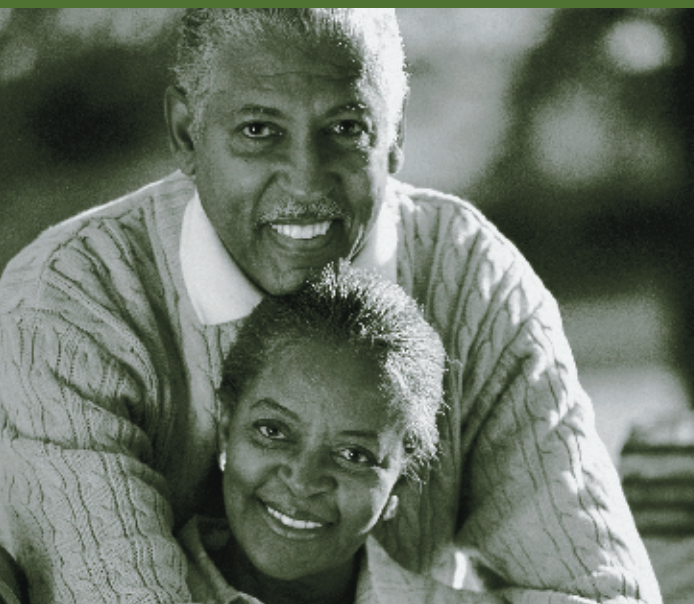
Who Can Contact an Ombudsman?

Residents and their families

Staff at facilities or community agencies

Anyone who has questions or concerns about the rights of long-term care consumers or suspects that someone in a long term care setting is not receiving proper care.

Residents have many rights which are guaranteed by federal and state law. An Ombudsman can help you protect these rights. You may contact us whenever you have questions or problems. If you wish, your name can be kept confidential.



State of Wisconsin
Board on Aging and Long Term Care
Ombudsman Program
1402 Pankratz st., Suite 111
Madison, WI 53704-4001
1.800.815.0015
website <http://longtermcare.state.wi.us>
email boaltc@ltc.state.wi.us

A Voice for Residents

The Long Term Care Ombudsman

*Serving Residents
Aged 60 and Older*



What is an Ombudsman?

The word *Ombudsman* (Om-budz-man) is Scandinavian. In this country the word has come to mean an advocate or helper. An Ombudsman protects and promotes the rights of long-term care consumers, working with residents and their families to achieve quality care and quality of life. The program is required by law. In Wisconsin the Board on Aging and Long Term Care operates the program statewide.

Our Services are Provided at No Charge.

You have a legal right to express concerns without fear of retaliation.

Complaints can be made by phone, fax, email or letter. Contact us at our statewide toll free number:

1-800-815-0015

How Can an Ombudsman Help?

Answer questions about care options, such as community care, community-based residential facilities (group homes) or nursing homes.

Investigate complaints in these long-term care settings, and suggest solutions.

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Help residents and their families resolve problems.

Promote the rights of nursing home and CBRF residents.

Provide consultation services to help residents, families, or facilities avoid problems, or solve them before they become crises

Speak to facility or community groups about long-term care issues, especially resident rights.

Work with resident or family councils, community organizations, state and federal enforcement agencies to improve residents' quality of life.

